

Job Description

Job title	Workforce Coordinator	Job family	Operations
Reporting to	Director of Clinical Services	Job code	
Location	Site based	Evaluation Date	June 2022

Job Purpose

Reporting into the Director of Clinical Services (DoCS), this role will be managing site staffing, making sure each shift is fully staffed through internal employees, bank workers or agency staff.

Responsibilities

- The role will be fully accountable for ensuring that the Priory internal rostering system is updated for all the wards in the hospital, this will include
- Liaising with Ward Managers to ensure permanent employees are rostered a minimum of 8-12 weeks in advance including appropriate planning for holiday and training in line with the ward staffing ladders
- Will seek to fill vacancies in the shifts with overtime and bank in the first instance
- Will be the liaison for site for temporary agencies to fill vacant shifts when all other avenues have been exhausted
- Supporting Ward Managers to achieve their responsibilities and accountabilities in the provision of safe and effective staffing
- Responsible for filling short term vacancies (i.e. to cover sickness) as a priority
- The post holder will work with Ward Managers to ensure that the roster is communicated in the most efficient way for the ward teams, including changes.
- Maintenance and promotion of app based software to publicise shifts that are vacant to both bank workers and permanent employees and encourage usage of this.
- Attend the morning 'flash' or site meetings to update on staffing levels, skill mix and to understand any short term issues that need to be resolved.
- Ensure that internal rostering system is updated daily with any changes so Ward Managers can review staffing levels
- Ensure that all agencies used to fill temporary shifts are part of the Priory PSL and in accordance with contractual requirements.
- Raise Purchase Orders (PO's), in line with company timelines and processes, to ensure billing and reporting is accurate.
- Negotiate long term locum agency bookings, where appropriate and agreed with the Hospital Director and Director of Clinical Services with the Priory PSL agencies
- Engage with all bank workers to ensure:
 - New bank workers complete their induction in a timely manner and can start working at the required level of competence
 - All bank workers maintain their mandatory training compliance
 - High levels of engagement with the site including keeping in contact with all Bank Workers by getting their availability for work ideally 4 weeks in advance but at a minimum every fortnight.
- Maintain a list of bank workers who have either not picked up any shifts for 3 months or who have repeatedly cancelled without a good reason and carry out appropriate measures in agreement with the DoCs.
- Work with site HR to ensure that all hours are updated on the internal rostering system in line with payroll cut off periods to ensure all overtime and bank shifts are reflected correctly
- Provide weekly reporting to the Hospital Director to provide assurance on staffing levels
- Escalate any issues immediately to the Ward Managers, Directors of Clinical Services and Hospital Director in line with company policy.
- You will be expected to provide cover and support to the wider team and site as and when needed

Knowledge / Education / Skills

- Good standard of general education with GCSE or equivalent in maths and English
- Competent in the use of software including Microsoft office
- High standard of written and verbal communication skills
- Able to be responsive to time critical situations
- Excellent administrative skills, including notetaking,
- Strong time management and organisational skills, ability to prioritise and multi-task.
- Able to challenge more senior colleagues when appropriate and not afraid to ask for help

- Demonstrated use of initiative is essential.
- To act as a self-starter, operating within the sphere of responsibilities
- Pays attention to detail
- Responds proactively and positively to a role that demanding, varied and time sensitive
- The ability to deal with multiple issues simultaneously in a highly dynamic environment.

Experience

- Ideally experience at roster management but not essential
- Healthcare experience desirable
- Experience of working in a standalone role
- Experience of working in a fast paced, changing environment and demonstrable experience of managing own workload in this environment.

Communication

Excellent verbal and non-verbal communications including awareness of impact of communication on desired audience. Can flex communication style dependant on situation and message.

Responsibility

- Leadership**
Responsible for managing the rosters on site alongside Ward Managers
- Budgets & Equipment**
Collective responsibility for adhering to the cost and budget guidelines
- Information**
Shared responsibility for the confidentiality, security and accuracy of colleague records, data and information.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

This role will be site based and expected to be on site 100% of the time. Core office working hours are usual, but dependent on site demand out of hours may be required.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team

Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector